



# Gartner **Benchmark Assessment Report for: Aetna**

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## Executive Summary

This report summarizes the IT DRM (IT Disaster Recovery Management) maturity of Aetna relative to a benchmark sample of **25** (not including Aetna) domestic insurance companies, all of whom are currently Gartner clients. A full listing of the benchmark sample companies is provided in **Appendix A** of this report. All organizations in the comparison sample are US-based companies, whose annual revenues average **\$31.8B**.

The benchmark assessment measures the level of IT DRM maturity using a published Gartner methodology (ref: Gartner note “*Toolkit: IT-DRM Self-Assessment*”, ID: G00164352). The findings were then graphed in a manner similar to that used in Gartner’s **Magic Quadrant** reports.

The Aetna results of **Service Aligned** in all four assessment categories (People, Process, Technology and Business Management) put it in the **92<sup>nd</sup> percentile** of the sample. Of the 25 companies assessed, only one other company had a higher level of IT DRM maturity than Aetna.

Maturity results for the majority of assessed companies were either **Committed** or **Proactive**, a finding that is quite consistent with IT-DRM maturity results obtained in other Gartner recovery management maturity surveys. A representation of these survey results is also included in this assessment report.

## Benchmark Assessment Methodology

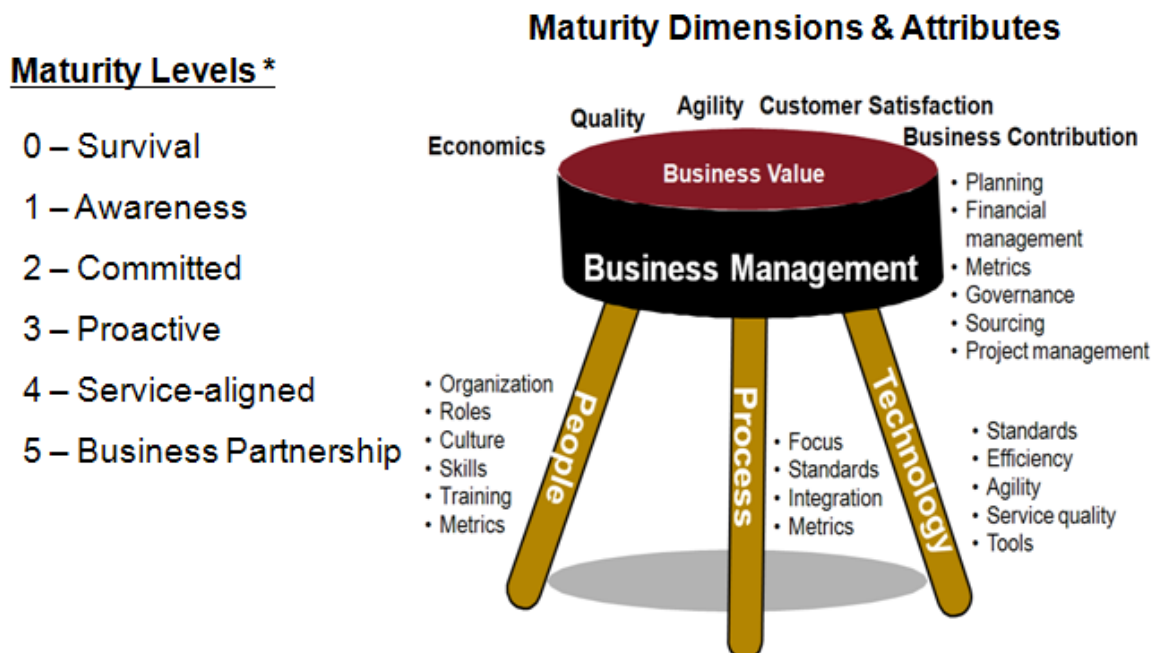
The benchmark sample was drawn from a population of well over **1,000** clients (across all verticals) with whom Gartner has interacted with on disaster recovery-specific initiatives over the past three years. Of this sample, **8%** of the inquiries have come from insurance companies that offer a range of services, including property and casualty, health, life and business insurance services. From this client pool, **25** companies were selected for this benchmark assessment, in addition to Aetna itself. These organizations are all domestic companies whose annual revenues average just under **\$32B**, in order to ensure an apples-to-apples comparison with companies of similar size.

### Disaster Recovery Management Maturity Model

The framework used by Gartner to define the IT DRM maturity levels of each sample company is the Infrastructure and Operations Maturity Model (IOMM), which was originally defined by Gartner in late 2007 (ref: *“Introducing the Gartner IT Infrastructure and Operations Maturity Model”*, October 2007, ID: **G00147962**).

The IOMM has been developed by Gartner to define maturity in four key dimensions: People, Process, Technology and Business Management (Figure 1). These collectively drive business value, including service quality, economics (efficiency), agility, customer satisfaction and business contribution.

**Figure 1 – Infrastructure & Operations Maturity Model (source: Gartner)**



In the IOMM, Gartner has defined six distinct levels of IT Infrastructure and Operations (I&O) maturity, with the following attributes being associated with each of the individual levels:

- **Level 0, Survival** — Very little focus on the quality of IT infrastructure and operations;
- **Level 1, Awareness** — Realization that infrastructure and operations are critical to the business; beginning to take actions (in people/organization, process and technologies) to gain operational control and visibility;
- **Level 2, Committed** — Moving to a managed environment, for example, for day-to-day IT support processes and improved success in project management to become more customer-centric and increase customer satisfaction
- **Level 3, Proactive** — Gaining efficiencies and service quality through standardization, policy development, governance structures and implementation of proactive, cross departmental processes, such as change and release management.
- **Level 4, Service-Aligned** — Managing IT like a business; customer-focused; proven, competitive and trusted IT service provider.
- **Level 5, Business Partnership** — Trusted partner to the business for increasing the value and competitiveness of business processes, as well as the business as a whole.

In order to assist clients with determining how to best achieve a proactive level of IT-DRM, Gartner developed a IT DRM-specific maturity self-assessment tool (based on the IOMM) that enables clients to assess their current maturity levels as well as iteratively perform "what-if" exercises to enable them to identify the steps needed to achieve a proactive level of maturity in the people, process, technology and business management dimensions. The details of this specific self assessment are contained in the Gartner research note *"Toolkit: IT-DRM Self-Assessment"*, (ID: **G00164352**).

As a result of several hundred inquiries and client one-on-one discussions conducted during the past two and a half years, Gartner has found that the current states for the majority organizations across **26** separate vertical industries are either Level 1 (**Awareness**) or Level 2 (**Committed**). Level 3 (**Proactive**) has consistently been identified as the target of choice by more than 60% of these clients because they believe it represents the best balance of IT operations risk mitigation and affordability for their individual organizations, although only 20% of them have actually achieved this maturity level.

A summary of the general Gartner client population (independent of vertical industry) is shown below in Figure 2.

Figure 2 – IOMM IT-DRM Current State Maturity Results (source: Gartner)

Level 0 – Survival

10%

Level 1 – Awareness

38%

Level 2 – Committed

20%

Level 3 – Proactive

20%

Level 4 – Service Aligned

9%

Level 5 – Business Partnership

3%

## Appendix A

### Client Benchmark Sample Companies

1. Aegon UK PLC
2. Allstate Insurance Company
3. American Family Insurance
4. Cigna Healthcare
5. Coventry Health Care
6. Express Scripts
7. Firemans Fund
8. Geico
9. Great West Life
10. Jackson National Life
11. Liberty Mutual
12. Lincoln National Life
13. MetLife
14. Nationwide Insurance
15. New York Life
16. Progressive Insurance
17. Prudential
18. QBE Regional Insurance
19. Scottsdale Insurance
20. State Farm Insurance
21. The Hartford
22. United Health Care
23. USAA
24. Wellington Insurance
25. Wellpoint Health Network